

distributor based upon call processor loading and the [learned set of resource relationships] training of the neural network.

Amend claim 10 to read as follows:

10. (Once Amended) Apparatus for processing calls in an automatic call distributor, such apparatus comprising:

means for [learning] training a neural network with a set of desired resource relationships for servicing a plurality of call processing load conditions in the automatic call distributor; and

means for distributing resources of the automatic call distributor based upon call processor loading and the [learned set of requirements] training of the neural network.

Amend claim 19 to read as follows:

19. (Once Amended) Apparatus for processing calls in an automatic call distributor, such apparatus comprising:

a neural network [adapted to learn] trained with a set of desired resource relationships for servicing a plurality of call processing load conditions in the automatic call distributor; and

a call processor adapted to distribute resources based upon call processor loading and the [learned set of relationships] training of the neural network.

REMARKS


1. Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the amendments and discussion that follows. Claims 1-24 are pending in this application. Claims 1, 2, 4-11, 13-18

have been rejected under 35 U.S.C. §102(b) as being anticipated by U.S. Patent No. 5,546,456 to Vilolet et al. Claims 19, 20 and 22-24 have been rejected under 35 U.S.C. §103(a) as being obvious over Vilolet et al. After a careful review of the claims, it has been concluded that the rejections are in error and the rejections are, therefore, traversed.

2. Claims 1-24 have been rejected as being anticipated or obvious over Vilolet et al. In response, independent claims 1, 10 and 19 have been limited to method steps of (and apparatus for) "training a neural network with a set of desired resource relationships". Support for the amendment may be found within the specification from page 13, line 17 to page 14, line 7.

3. Allowance of claims 1-24, as now presented, is believed to be in order and such action is earnestly solicited. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

Respectfully submitted,
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